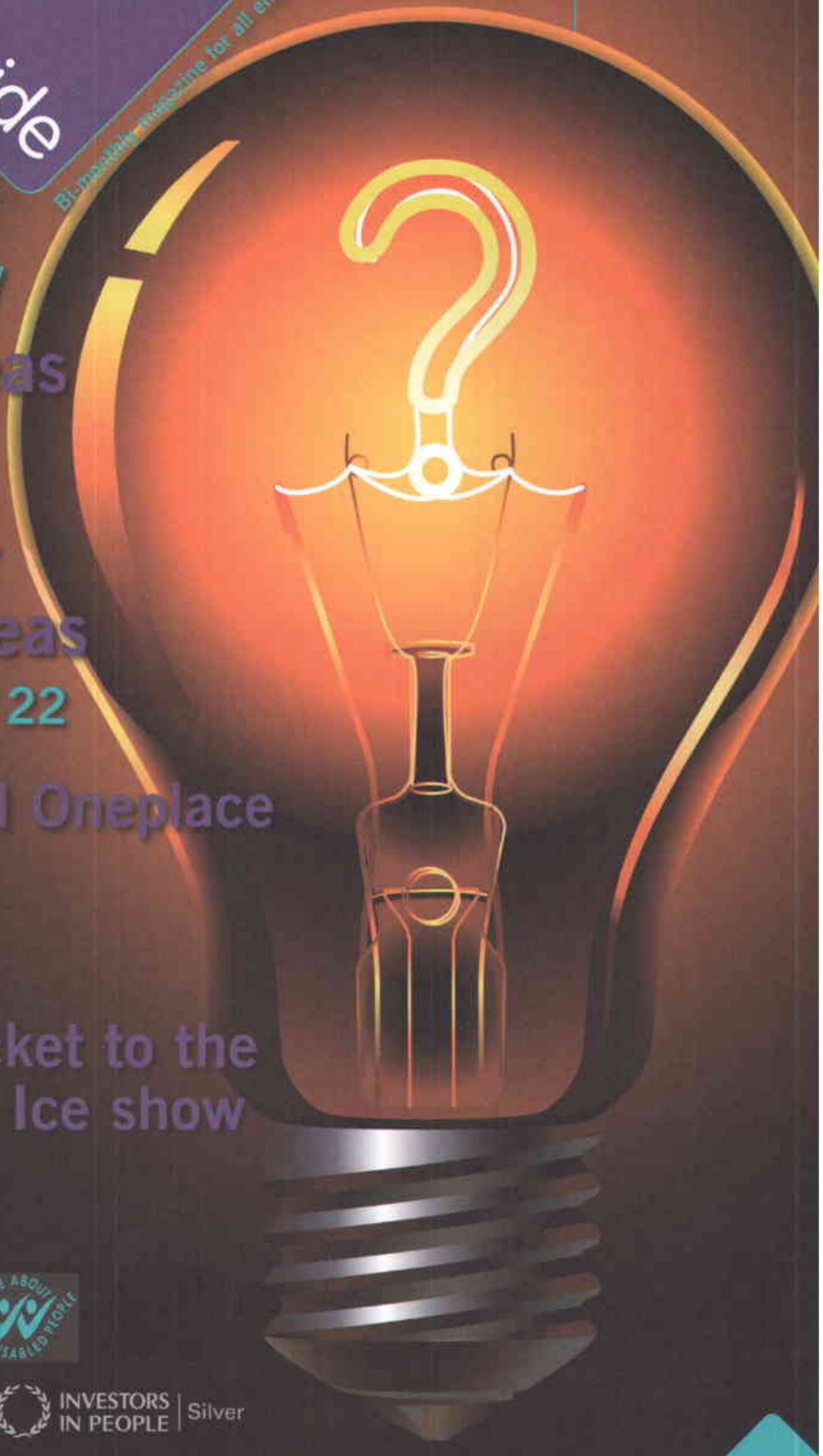
countywide

January 2010, issue 31

Bi-monthly magazine for all employees

Cambridgeshire County Council



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a family ticket to the Holiday on Ice show

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Equality Framework for Local Government

Stonewall Top 100 Employers 2009

Positive About Disabled People

Beacon Authority

Investors in People | Silver

What's your bright idea? See opposite

elivery
ountywide is produced by the ommunications Team for all mployees of Cambridgeshire ounty Council. Don't get a copy, or eceive too many? Let us know.

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Efficiency bright ideas

Cambridgeshire County Council will be £84 million less well off in five years' time than it is now (subject to Council's decision about Council Tax levels).

This means we're facing the biggest challenge in terms of public spending overall, and our budget specifically, in recent memory.

Employee help was asked for at the beginning of December, on how to address our financial shortfall, as the Council makes its budget decisions for the next 2010/2011 financial year.

The ideas also didn't just have to be about money – it could simply be a bright idea you've been storing up for a while, or a poor housekeeping issue.

Ideas came flooding in – with over 250 within the first few days and some 500 at time of going to print.

All the ideas are available for everyone to read on CamWeb – go to http://camweb/iHaveYourSay/efficiencyideas/latestideas/

And you can still keep sending them in.

Just complete the simple eform on CamWeb – in no more than 500 words per idea. Or ideas can also be posted c/o Internal Communications, Communications Team, Shire Hall, Castle Hill, Cambridge CB3 0AP or emailed to question.mark@cambridgeshire.gov.uk

Members of the Strategic Management Team are reviewing all ideas and will be issuing responses.

Editorial deadlines	Delivery from
Monday 8 February	Monday 18 March
Monday 5 April	Monday 10 May
Monday 7 June	Tuesday 6 July

Abbreviations

CCC	Cambridgeshire County Council
CYPS	Children and Young People's Services
ES	Environment Services
CAS	Community and Adult Services
CD	Corporate Directorates

OFFER: Countywide placements

Would you like the opportunity to help produce an edition? Week long placements are available to anyone interested in:

- seeing how corporate communications works
- researching photos
- learning magazine writing skills
- learning about flat planning and the magazine production process

Read about past placement experiences on CamWeb at http://camweb/cd/cst/comm/intcomms/*countywide*

Interested? Contact Sally Carroll, Internal Communications Manager on 01223 699284.

CCC's strategic objectives

- Managing and delivering the growth and development of **Cambridgeshire's communities**
- Tackling **climate change**
- Enabling people to thrive, achieve their potential and improve their **quality of life**
- Supporting and protecting **vulnerable people**

CCC's service delivery principles

- Delivering high-quality effective and **efficient services**
- Listening and being responsive to the needs of **Cambridgeshire's communities**
- Working in partnership to achieve a shared vision for **Cambridgeshire**

CCC's vision

- Creating communities where people **want to live and work**: now and in the future

Leading columns

Councillor Jill Tuck
Leader of the Council

2010 dawns and with it what is likely to be one of the most challenging years ever for public services.

This time last year, I was writing about the impacts of the recession and how initiatives such as Weather the Storm were helping to tackle the downturn.

Now we are preparing for the impact of the recession on public services.

Partnership working is going to be a big part of the solution. We have to consider all the options open to us so we can continue to provide high quality services.

Of course that means change for all of us, officers and politicians alike.

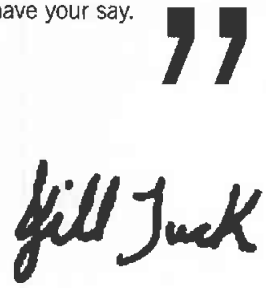
From what I have seen so far, particularly the excellent work and ideas which have emerged from the Making Cambridgeshire Count lines of enquiry, we have already created firm foundations to tackle a future with growing demand for services, but less cash to spend on them.

It is an approach which has been developing around the region, nationally and internally – we in Cambridgeshire are not alone in building bridges across public services, thinking about new ways of collaborating and sharing services, and focussing with more clarity than ever on the needs of the resident.

And let's be clear that a change of Government nationally, whenever the general election may be, should not be seen as meaning a change of approach. The gap in funding for public services is an issue which our new national government, no matter what its political persuasion, will have to tackle. Which is why we are grateful for your suggestions of how we can save money.

Before we peer too far into the future, however, we still have a budget to set for the next financial year.

This year, we have taken a new approach to budget consultation, which is available online for staff to take part in. Just go to camweb or the County Council's website to take part and have your say.



Mark Lloyd
Chief Executive

A belated Happy New Year to all *countywide* readers.

At the time of writing, we've just received our first ever results in the Audit Commission's new Oneplace scorecard for how public services are delivering for their communities.

So instead of individual councils, the police, NHS etc getting their marks (which we still do), now we are looked at from the community's point of view.

And the first set of results give us cause for some celebration, though as ever we can't be complacent.

The report says that Cambridgeshire is a growing County of relative prosperity, and that local services are addressing the challenges their communities say they should tackle.

We also have a coveted green flag for our excellent performance in dealing with waste and recycling, and no red flags, which indicate areas where improvements are needed. Green flags are only given the areas which are achieving exceptional outcomes, or doing particularly innovative work.

Of course there are still real challenges and concerns which we and our partners have to address.

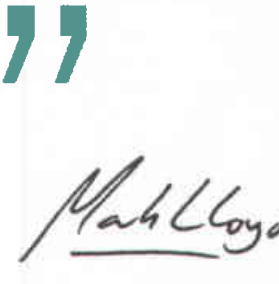
So issues like how we deal with inequalities in our most deprived communities are going to be central to maintaining and improving our Oneplace rating.

It's essential that we do have a performance framework which is area based and partnership based.

If you take the former, if we take the 'total place' approach of looking at how services cross cut in an area, then we'll produce outcomes which are what communities want and need, and in doing so reduce duplication and save money.

In terms of the latter, and with the financial squeeze facing public services soon to become very apparent, the only way we will be able to provide services is in partnership.

A big part of our approach to partnership working is Making Cambridgeshire Count. Watch out for more news on the project soon, and meantime, just turn the page for the latest update.



Making Cambridgeshire Count

The last issue of *countywide* reported on the Making Cambridgeshire Count (MCC) project. MCC is developing new perspectives and different thinking. It aims to meet the unprecedented budget challenges facing all public sector organisations.

The project has three aims:

- To bring leaders and influencers together from across Cambridgeshire to refocus our public services using new perspectives and different thinking
- To place customer and community views at the centre of new thinking and to design new and innovative ways of meeting community needs
- To make sure we continue to provide excellent services even if we see a 20% reduction in our collective public sector finances

Adrian Smith, Head of Corporate Development, People, Policy and Law said: "We've put our communities, their needs and expectations at the heart of the process. The vision for the programme is to ensure that Cambridgeshire is a great place to call home."

What have we done so far?

Since the last *countywide*, senior officers including Chief Executives and Directors from all public sector organisations across Cambridgeshire came together at a second 'World Café' event. They shared and questioned each others' ideas and perspectives on 14 project ideas. These had been developed by officers from different organisations in the county working together in six enquiry groups. Topics for the enquiries included new ways of working together, tackling inequalities and meeting the needs of a growing population with less money.

Tim Pilsbury, Chairman of the Cambridgeshire Public Services Board said: "The financial situation facing public services means no alternative to collaborative working. The idealists are the pragmatists. This is going to happen."

The World Café was followed by a Member conference on 14 December. At this event, Cabinet Members and non-executive members from the partners explored and challenged the projects that had emerged from the enquiry groups. Members engaged with representatives from the Enquiries, selecting projects to be continued during Phase 2 of MCC. Projects include redesigning public services in Cambridgeshire; sharing services; sharing assets owned by different public sector organisations in the county; and improving services for victims of domestic abuse.

Highlights

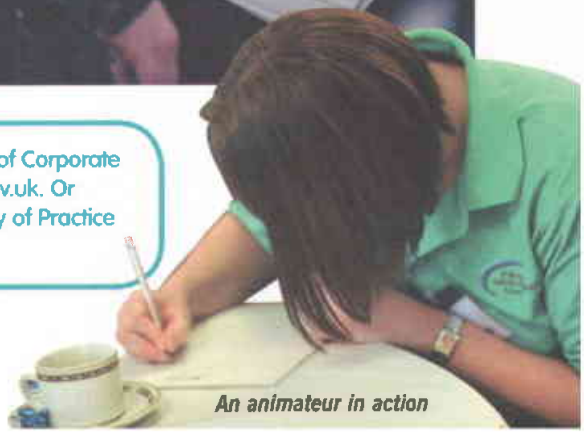
- Leading local politicians and other non-executive individuals have **engaged** from the start. They have directed officers to be **bold** in looking for new ways to meet the county's future challenges
- Leadership from the Cambridgeshire Together partnership has been **strong** and part of the project is to move from leadership of organisations to leadership of place. All organisations are facing the same financial challenges.
- Participants have been gathering resident views. The work includes field trips with Police on Friday nights in Cambridge; using video to capture the ideas and needs of local people and discovering the stories of individuals and families. We've also involved front line employees at our Contact Centre and gathered the financial and other information needed to give the work context.

What next?

During 2010 MCC will enter a new phase, opening up to more people from participating organisations.

Tim Pilsbury, Chairman, Cambridgeshire Public Services Board and Chief Executive, Fenland District Council

For more information contact Adrian Smith, Head of Corporate Development at adrian.smith@cambridgeshire.gov.uk. Or visit the Making Cambridgeshire Count Community of Practice online at www.communities.idea.gov.uk.



An animateur in action

Exceptional and performing well – says watchdog

A report by independent Government watchdogs says CCC is performing well and improving most things that matter to local people.

The Oneplace report looks at the Council's objectives and how well it is meeting them. The report is a new way of looking at how public services across the country are working and has a different scoring system than previous measures.

Cambridgeshire was given three out of four for the key indicators of managing performance and use of resources – giving an overall score of performing well.

Report highlights

- In 2008/09 CCC improved over three quarters of issues it identified as most important; residents enjoy good access to CCC services and this is getting better.
- CCC works well with partners to improve the area. Leadership is strong and there is an increasing focus on improving the lives of people who need it most. Members have effectively championed community issues.
- CCC is good at managing its money and financial planning is very good. Appropriate funding is provided to address Council priorities. Efficiencies and savings have been achieved. Key projects are allocated appropriate finances. Financial reporting is accurate, reliable and timely.
- Children's services, waste management and transport planning are good services.
- Recycling rates remain among the best in the country and are improving. Services for adults who need care are improving well.

- Educational achievement is generally good. At age 11 and 16 it's high and overall achievement at 19 is good, with a high proportion of young people in education, employment or training. Some secondary school and sixth form provision is only adequate - but this is being addressed.
- CCC works well with partners to improve the area, particularly in health improvement. Crime is rising but anti social behaviour is not perceived as a major problem. Too many people are killed or injured on Cambridgeshire's roads, but this is reducing.
- Better planning is putting resources into important areas such as addressing inequalities and building better communities.
- Changes in management arrangements have improved services for adults and communities. CCC is working better with local people to understand needs and improve people's lives in poorer areas.

- CCC has recruited and developed capable people. Spending is comparatively low and services are good. The Council understands and watches its costs and links this to performance.
- CCC buys services based on local need. Value for money is achieved when buying goods and services and CCC works with other councils to improve value for money. The Council is relatively well prepared to understand the impact it has on the environment.

Cambridgeshire County Council Leader Jill Tuck, said:

"This is a very positive first report under the new tougher scoring inspection regime and we are pleased to be recognised as performing well. We know there are things we need to improve and the report also recognises that not only are we doing this but that we have strong leadership and capable officers to push this through. We will continue to work with our partners to improve what and how we do it, with the aim of always putting the needs of our communities first."

If you read one thing... ...read this

- Cambridgeshire has been ranked as exceptional on driving up recycling.
- The county's public bodies have been applauded for working well together for their communities.
- CCC has been rated as performing well with strong three out of four ratings for Managing Performance and Use of Resources.
- Children's Services were rated as performing well.
- Finally, the equivalent assessment for Adult Social Care rated us as performing well.

As Mark Lloyd, Chief Executive rightly said in one of his recent blogs,

"Do please pause and give yourself a pat on the back."

Cycle Cambridge

- make cycling your new year's resolution

Tradition dictates that every 365 days we should try to kick bad habits and start afresh. Typical resolutions include losing weight, getting fit, saving money, visiting friends more often and doing something good for the environment.

So this year why not achieve most of these goals by cycling?

- Regular cyclists are as fit as an average person 10 years younger
- Cycling raises your metabolic rate, helping you keep weight off
- The average cost of maintaining a car each year is £273 compared to just £75 for a bike, plus parking is free!
- 2kg of carbon is saved for every short journey that is made using a bike instead of a car

Source: Sustrans Why Cycle? (March 2008)

New to cycling or need a refresher to boost your confidence? The Cycle Cambridge team can provide FREE one-to-one Bikeability cycle training for all employees. Sessions are carried out by friendly, qualified instructors plus we can also lend you a bike. For information or to book a session call 01223 699154.

CYCLE CAMBRIDGE

FREE slap wrap

There are still some up for grabs, simply email countywide@cambridgeshire.gov.uk

FREE!

New cycle racks have been installed outside Castle Court, Shire Hall, Cambridge (funded by Cycle Cambridge) in response to feedback at the last Shire Hall Cyclists User Group meeting.

CYCLE CAMBRIDGE

Cambridgeshire County Council

CAMBRIDGE CITY COUNCIL

Name the gritter

Back in November our Road Safety experts held a naming ceremony at West Highways Division, Huntingdon for winners of the "Name the Gritter" competition.

Children from schools across Cambridgeshire were asked to come up with names for the gritters, which will be treating the roads in Huntingdonshire and Cambridge. The winners got to see their names printed on nine new gritters.

Lyn Hesse, Road Safety Education Officer for Cambridgeshire said, "It was a really popular competition and helped raise the profile of pedestrian safety as well as the work of the highways department. It was really difficult to pick the winners as there were so many excellent ideas."

Winning gritter names:

- Eggs and Gritts
- Kitty Gritty
- Pepper
- Snow Queen
- Sparkle
- The Ice Beast
- Salt Sensation
- Sergeant Salt
- Terminicer

STOPPED - Shire Hall staff coach

The staff coach service, which currently runs daily from March to Shire Hall will be closing at the end of March 2010. Discussions between the Travel Management Team and users has been ongoing for a number of years since the coach has been threatened with closure, to explore ways to keep the service running.

However the final decision taken was that the service should cease. Issues around the cost of the existing subsidy to keep the service running, a higher and uncompetitive tender bid from the current service provider and low usage by employees meant that the service was no longer workable.

Employees who are frequent or casual users of the coach are encouraged to take up the support available from their line managers, colleagues in HR and members of Environment Policy and Projects to find the most flexible and appropriate working and travel practices when the coach service closes.

Contact the Environment & Business Travel Officer for help with personalised travel planning on (01223) 715691.

Delay to Busway opening

The Busway could not open at the end of November as planned because the contractor had not completed finishing works in time.

As with all building projects independent inspections took place at the end of the main construction work, which identified a list of jobs that needed to be addressed.

Some of these tasks cannot be done with buses running.

Roy Pegram, CCC's Cabinet Member for Growth, Infrastructure and Strategic Planning, said: "I share everyone's disappointment that The Busway could not open at the end of November, but we can't accept the track until the outstanding work is finished.

"We are in BAM Nuttall's hands and therefore are not able to announce another date for the opening until the work needed for that to happen has been completed, the route has been signed over to us and bus services registered."

Delays to the project do not mean CCC will pay the contractor more for building the route, but latest Council forecasts show that the cost of the route, including land, could be £1.3 million over the original budget.

But as costs can fluctuate up as well as down planning has been carried out for a range of outcomes around this forecast.

The first option the Council will take if The Busway does cost more than the original budget would be to seek to cover this using additional developer funding that is currently being negotiated, or Government transport funding.

Focus on social media

Over the last few years many local authorities have experimented with social media. In the last 12 months, CCC has begun to use social media alongside its more traditional communications channels

What is social media?

'Social media' and 'social networking' refer to web sites that people use to share information and ideas. You may have heard of many of these sites such as blogs, YouTube, or Facebook. What's different about social media sites is that the users of the site, not the owners, provide the information for others to read, share, or mix ("mash up") in interesting ways.

The most exciting possibilities with social media are when people find entirely new ways to use information that offers novel insights or ways to solve problems.

A debate continues as to how local authorities can embrace social media – not just by having a presence, but by engaging in two-way dialogue. What is clear is that over the next few years social media will continue to grow and evolve.

Social media and CCC

A project is underway looking at how we can embrace this technology and incorporate social media into our current approach to communications, community engagement and service delivery.

The Channel Content and Communications Teams are working on policy and guidance to help us work with, and use social media. The new guidance will be available from the end of January 2010.

Social media facts

- If Facebook was a country it would be the world's fourth largest (300 million users).
- YouTube is the second largest search engine
- There are over 200,000,000 blogs
- Wikipedia has 13 million articles, read by 60 million users a month
- Twitter grew by 1,382% from 2008-2009

The outline strategy for CCC's use of social media can be viewed on CamWeb http://camweb/cd/cst/comm/socialmedia/

5 minutes with ...

Colin Oldfield

Chairman, DIADEM

For an employee group that looks after the best interests of our disabled employees and Members, Colin is keen not to focus on the disabled part – he's more interested in the ability side of things. And he speaks from experience.

Colin Oldfield is Acting Area Manager, City & South Cambs Learning Disability Partnership, CAS. He is also chair of the Diversity in Action: Disabled Employees and Members group (DIADEM). He's held the post for around two years.

Colin lost his eyesight in the mid-70's while working as a TV engineer. "I started having trouble reading circuit diagrams," he recalls. "After trips to my opticians and GP, they diagnosed stargaarts - a congenital form of macular degeneration of the eye. It's not common, it affects around one in 30,000. In practice it means I still have peripheral vision, but have lost my central vision – well I say lost it, I can see shapes but no finer details. I still have colour vision.

"This all happened while I was in my mid-20's, so I had the benefit of having had good eyesight and I can still work, I just need extra support to help me.

"When the stargaarts started I left my engineering job and retrained. I've worked in disability services all my career, and before joining CCC worked as a Team Manager for Physical Disability, Sensory and HIV services at Thurrock Council. I love the work I'm in.

What help do you have at work?

"I met Jenny, my wife and support worker, in an older people's home where I worked as a carer and she worked as the deputy manager. We got on really well. I used to ride a bike at the time, but after my last crash she said I had to stop riding it or she'd divorce me. I haven't ridden a bike since. She started as a reader for me and built up the hours to full time. We live in a rural area, so I also need a driver. Without her I would need three support workers to cope. She's a star.

"I brought a lot of the computer kit I needed with me when I started at CCC; but have since had a completely new assessment. Specialised computer equipment is expensive, so CCC makes a mandatory contribution of £300 and claims other costs back through access to work grants.

Why is DIADEM important to you?

"DIADEM is all about getting disabled people employed – it's a Government responsibility to help with this and CCC wants to set itself as an exemplar of good practice. To do this it's important to focus on changing attitudes – disability covers a broad spectrum, from mental illness, to accidents and disease. You never know what life is going to throw at you, but if something happens that makes you disabled in some way it's good to know that there is support out there to keep up your ability to continue working.

> **"With reasonable adjustments it's perfectly possible to still get the most from yourself as an employee."**

"I'm proud of what DIADEM has achieved and credit also goes to Stephen Moir, Corporate Director: People, Policy and Law, and Mark Lloyd, Chief Executive, who have always been very supportive.

"Longer term I'd like to see more flexibility through the HR policies; employing people with disabilities is a local performance indicator for CCC and we could do more. I know some employees are worried about telling their managers about issues – but DIADEM is there to support employees self worth, as well as all the practical considerations."

"CCC is supportive of DIADEM; we are here to help in anyway we can. So – if you have any sort of disability issue please contact me and we will do all we can to help you continue working."

Some DIADEM achievements

Support for dyslexic employees

Once people have had the necessary assessment to identify that they are dyslexic, a range of assistance can be provided via the Access to Work scheme.

Accessible rooms for hire

A schedule of meeting/ conference rooms available for hire, which have good facilities to cater for disabled people.

Fire alarms/pagers for deaf employees

The group has applied pressure to get these installed in relevant workplaces.

Personal emergency evacuation plans

The group highlighted the need for disabled employees to have these and this requirement has been incorporated into the Manager's Checklist on Disability in Employment.

DIADEM meets bi-monthly at the Rampart Rooms, Bailey Rooms, Shire Hall site. Minutes of past meetings and agendas of future meetings are available on CamWeb.

For further information contact Colin Oldfield, Acting Area Manager, South Cambs & City, Learning Disability Partnership.
Direct dial: 01223 884482
Mobile: 07770 440908

Service stars win ROCS

That's my job... with Brian Ashwood

Brian Ashwood, Park and Ride Team Leader

Brian Ashwood, Park and Ride Team Leader has been honoured with an Excellence 4 Environment (E4E) award.

Nominated by Steven Hawkes, School Travel Coordinator, Brian has been recognised as having "bent over backwards" to reduce traffic flow into the city.

Brian's been with CCC for roughly four years, joining from car park services at Cambridge City Council. He provides a safe and functional system of transport links for pupils and locates safe places for the schools shuttle bus service to stop and collect pupils from Park and Ride locations around the city.

Brian has a hand in everything, from technical support, to making decisions on facilities. His office is based at Trumpington Park & Ride, the biggest of all of the Park & Ride locations, with 1340 spaces.

"I liken my work to when you are young, playing with your toy cars, but now they're on a much larger scale. I make friends with people, put faces to names and approach everything on a personal level."

Brian was nominated by a committee of independent school heads and bursars who had come to know him as "the man with the answers". When asked how he felt about being nominated, and subsequently winning this award, he was very modest, and simply stated that "Well... it's my job. I feel proud to do a good job, we all do."

That's our job... with Community Support Services

'Miracle workers' Community Support Services, Fenland, have been recognised for outstanding customer service by Linda Prince, Team Manager for the East Cambs and Fenland Disabled Children's Team. She nominated Lucy Batty, Community Support Co-ordinator, Eva Lonc, Assistant Co-ordinator and their manager Berni Mueller.

Miracle workers (back l-r) Berni Mueller, Eva Lonc, (front) Lucy Batty

Linda Prince explained: "The nominees deserve thanks from our team and the department for their dedication, commitment and extremely hard work for providing community support packages for children and young people with disabilities.

"Without them the team could not function. They perform miracles on a regular basis, providing support for children at often very short notice and work brilliantly together as a team. With the advent of the Aiming High initiative, it's been a challenging time. They deserve a big thank you and to be told how much they are truly appreciated."

So what did this mean to the winners?

Lucy Batty said: "It's very nice to be recognised, but this award is not for me, or the other winners, but for the team. Without their hard work we wouldn't have reached our full potential. When asked what it takes to provide this level of service, she made it clear: "It's a lot of hard work. You need to keep the children and families at the heart of operations."

When Berni Mueller was asked what it takes to achieve in her role she said it was: "A can-do attitude and a high commitment to the children and families we are working for."

Top customer tasks

CCC's internet improvement project has been researching how to improve the way we provide information to our Service users.

Analysis of the cambridgeshire.gov.uk website has been done using Google analytics, SOCITM, customer feedback and user testing. CCC is aiming to understand customer behaviour, how people use our website and what it is they want from it. The next stage of the project will be to look at customer behaviour tasks in general. Some of the top tasks were:

- renew a library book online
- council jobs
- find bus timetables
- find out about school closures
- Park & Ride site locations
- information on the Guided Busway
- planning permission and applications
- school catchment areas
- renewing a bus pass
- applying for a Blue Badge

Melanie Naughton is a GEM

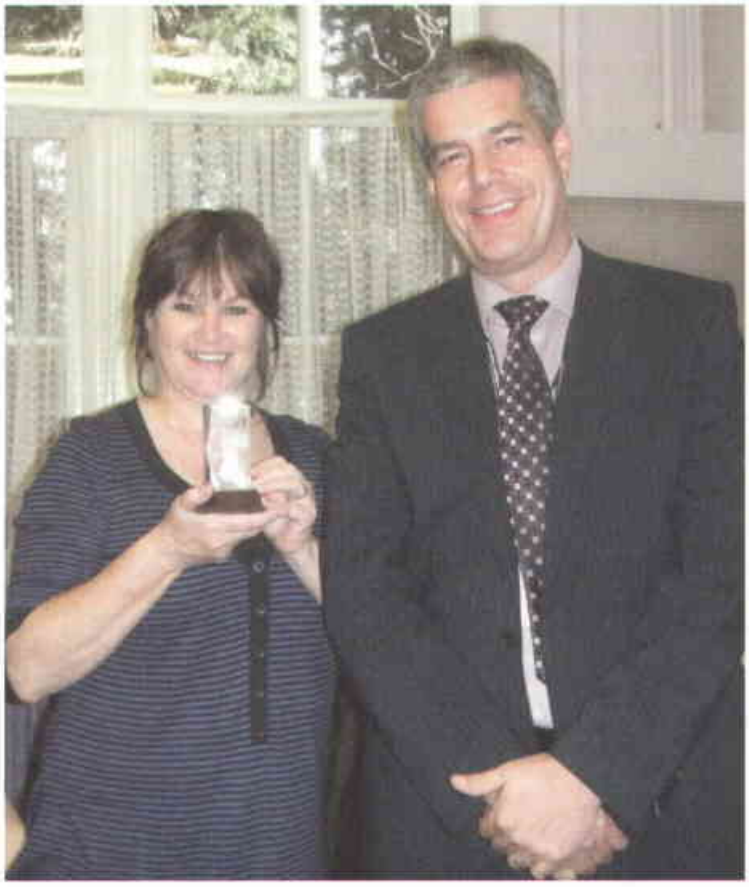
Melanie Naughton has been recognised for her efforts in Community and Adult Services, by winning the GEM (Going the extra mile) award of the month.

Melanie was nominated by Judy Rowe, Catering Manager for Community and Adult services and Tina Laws, Community Access Manager for Community and Adult services.

Melanie was described by Judy as "... a dedicated employee working as a front line senior support worker. She goes the extra mile. She supports a core group of 20 service users on a daily basis and takes part in food related project developments."

Melanie's work on project development really impressed, demonstrating enthusiasm and commitment. Her work has included a Café project, involvement of exchange food cards and various food tastings for two Health Days and an ongoing project of shopping cards, to enable more active choices for services users.

"She always ensures full participation with service users, and anyone who has observed Mel's practice knows she will always positively put service users first and truly works with them as part of a team."



Dedicated (l-r) Melanie Naughton and Rod Craig, Executive Director: Community and Adult Services

Customer Service leaflets

As part of the Customer Service Excellence Programme, our leaflets are being reviewed.

The materials, which include the customer service charter, corporate feedback form, the customer comment card and the satisfaction monitoring card have been in circulation since 2005.

The review includes:

- ensuring all information is current and where possible future-proofed
- looking at how the materials are currently used and deciding if, how and when they should be used in the future – based on need and cost effectiveness
- ensuring money is not spent unnecessarily on design and print

Stocks of current leaflets are now depleting. Whilst the review is undertaken if you have run out of these materials please print PDF versions of the leaflets as and when they are needed.

Electronic copies of customer service leaflets can be found on CamWeb at: http://camweb/cd/cst/st/dcs/feedback/Customer+feedback+forms.htm

Nominate now

Nominate a team or colleague for a Service award – all winners are automatically entered for an annual ROCS award.

Contact your service e-magazine and ROC someone's world, just say why you think they deserve recognition. ROCS is an annual scheme so there's always a right time to nominate someone.

Visit http://camweb/cd/rocs

OfSTED Annual Report

"Outstanding" is the result of an inspection of Safeguarding and Looked After Children, finalised in October.

Twenty-five childcare providers, fifteen schools and one social care provider in Cambridgeshire have been judged as of "Outstanding" quality and significantly exceeding minimum requirements.

This is the highest grade - which runs from Grade 1 Outstanding through to the lowest Grade 4 Inadequate.

At the time of the inspection, CCC had 465 looked after children, including 95 under five years of age, 320 of school age (5–16) and 50 post-16.

The inspection evaluated how well these children and young people are safeguarded and the quality of service provision and outcomes for looked after children and care leavers. The inspectors were impressed by all the employees they met and said morale within the children's workforce is high.

Gordon Jeyes, Executive Director: Children and Young People's Services said: "Following Baby Peter, there have been significant changes to inspection regimes and the scrutiny is tougher than ever. It's pleasing to note that Cambridgeshire was considered satisfactory in all aspects of its approach to safeguarding and good in many of the criteria relating to our services for looked after children. Whilst many of you will not have been directly involved in the inspection process, the report is a testament to the hard work and dedication of colleagues and those working for partner organisations."

Contractor for BSF Project

Councillors have confirmed the appointment of Equitix Learning Partnership as the contractor for Cambridgeshire's £100m Building Schools for the Future (BSF) project.

BSF is a national programme, with a total cost of around £55 billion, for the refurbishment or rebuilding of all secondary schools in England over the next 10 to 15 years.

The government's priority is on improving outcomes for young people. The first schools in Cambridgeshire to benefit will be Meadowgate School in Wisbech, Thomas Clarkson Community College, Sir Harry Smith Community College, Cromwell and Neale Wade Community Colleges and the Fenland Junction Pupil Referral Unit.

Work is due to start in summer 2010 at the first two schools – Thomas Clarkson Community College and Neale-Wade Community College.

Cyber bullying

"If you laugh at it, you are part of it" – said Children's Secretary Ed Ball after launching a campaign against cyber bullies "We have always known bullies are cowards. And it is easier to be a coward on the internet."

The online world has rapidly become a dangerous and upsetting place for many people. A recent study published by the Children's Secretary states that 47% of 14 year old children have been affected by cyber bullying.

Connexions in Cambridgeshire has personal advisers and youth workers who teenagers can talk to for support if they are being bullied. They recently worked with young people to create a short film to raise awareness of the issues. With local teenagers acting in it, filming and editing it. DVDs of the film and posters were sent out to all secondary schools to use during anti-bullying week in November last year.

Homophobic bullying

Actor Sir Ian McKellan at The Netherhall School, Cambridge. Photos courtesy of Stephen Berry.

On the last day of anti-bullying week, Sir Ian visited Netherall School and Impington Village College, both of which have been working on SexYOUality to tackle homophobic bullying in schools.

At The Netherall School Sir Ian was given a showcase of "Oliver" and in return offered some thespian tips. He took part in a workshop run by SexYOUality for the school's anti-bullying group, cyber mentors and peer mentors, gave a dramatic presentation at a sixth form tutorial and was interviewed by the school newspaper team.

The afternoon was spent at Impington Village College, where Sir Ian offered suggestions to the school council and anti-bullying group on strategies they might develop to support their LGB peers and tackle homophobia.

Everyone who met Sir Ian was struck by his passion for the cause and the eloquence and conviction with which he spoke about equality issues.

Guidance and support 'outstanding' at St Peter's

An extremely positive report was received by St Peter's School, Huntingdon. It recognised most of the school's work is good, but due to the restrictions of the new OfSTED model introduced the school is 'Satisfactory' overall.

Val Ford, Headteacher, explained that this new model was creating a lot of controversy with headteachers across the country as the bar has been raised yet again.

OfSTED now expect a school to have three years of results at, or above the national average. Good progress and a very positive upward trend is not enough.

St. Peter's has made excellent progress in its pupil attainment over the last three years from a very low starting point. This year the results have hit the national average and in some measures exceeded it.

Outstanding provision in Ely

The Ely Pupil Referral Unit (PRU) offers a good level of education with some outstanding aspects, according to OfSTED.

The excellent leadership of the headteacher, the consistently good teaching and the outstanding care, guidance and support students received were all praised.

Headteacher, David Colbran said: "We are all very pleased with this acknowledgement of the good work going on. We have a great bunch of students, some very supportive parents and a hard working, dedicated team."

Strong features at Soham Village College

A team from OfSTED praised the quality of teaching, the behaviour of students and the leadership of the college.

Inspectors observed some outstanding practice in lessons. They said teachers' subject knowledge is good and relationships between students and teachers are very good.

They said the headteacher, senior employees and governors know the strengths and weaknesses of the college and, together with the increasingly robust middle management, are committed to moving the college forward.

Award for Youth Offending Service

Cambridgeshire Youth Offending Service (YOS) has won a national award for its work to change the public's perception of young people.

The YOS is a multi-disciplinary team whose aim is to prevent offending by children and young people. As a partnership service, they include representatives from Health, Probation, Connexions and the Police.

They collected the award for Best Communication in Youth Justice at the Youth Justice Board's (YJB) Annual Convention. This was in recognition of their contribution to The Kids Are Alright campaign - a community engagement project promoting a more positive image of Fenland young people.

To find out more about the Youth Justice Board go to http://www.yjb.gov.uk/en-gb/

Teacher success

Over 50 recently qualified teachers gathered to celebrate the completion of their induction periods at the Cambridge Golf and Conference Centre, in Hemingford Abbots.

Certificates were presented by Keith Grimwade, Head of Professional Development Services. Guests included Val Ford, Headteacher of St Peter's School in Huntingdon and Rod Warsap, Headteacher of Caldecote Primary School, both of whom shared their experiences of successful careers in education.

The London 2012 Education logo

The London 2012 Education logo has now been officially launched by Jonathan Edwards MP and Tessa Jowell MP. The first 17 schools to join the London 2012 Get Set network were announced, and The Netherhall School were successful in becoming one of the founding schools.

The Get Set network as described by the official London 2012 website is "...about involving children and young people in the excitement and inspiration of the Games". As part of the network they will receive a plaque from London 2012 and are free to use the London 2012 education logo on signs, letterheads and other publications. They will also receive extra rewards and opportunities from London 2012.

Voice of the community: Neighbourhood Panels

Neighbourhood Panels are community meetings held in local areas. Each meeting gives local people the chance to talk about issues which affect them. Representatives from the Police, County Council, District Council and Parish Council attend. It's all about giving people a one-stop-shop to raise concerns, influence services and take local action. The meetings work differently in each district to respond to local needs, for example in the Fens the meetings are drop-in events called Community Fairs.

John Fuller, Police Community Engagement Manager

County Councillors attend their local panels. It is an opportunity to build and enhance relationships and connections with their constituent.

Sir Peter Brown, Cabinet Member for Communities is keen to support panel development and commented: "Neighbourhood Panels are an important way for us as Councillors to hear what the people we represent think about their local area. I'm very keen for us to develop our engagement with everyone in our community. I'm particularly pleased that we're starting to hear the voices of young people at the panels."

Councillor Sir Peter Brown Cabinet Member for Communities

At the meetings Councillors and the public discuss what local priorities should be - where action is most needed in the local area. Many priorities relate to community safety and the Police.

Whilst the panels are primarily about local people bringing their concerns to the meeting, there is also the opportunity for the agencies involved to let people know about current consultations. So, if your service has a consultation which you would like brought to peoples attention, or if you would like to know more about Neighbourhood Panels then please get in touch.

To find out more contact:
Wendy Lansdown, Neighbourhood Panel Liaison Officer wendy.lansdown@cambridgeshire.gov.uk, 01223 699683 or Terry Jordan, Neighbourhood Panel Liaison Officer terry.jordan@cambridgeshire.gov.uk. 01223 699685

Case study

Young Soham residents; (l-r) Ben Vinten, Owen Drew, Ashley Blades with Neighbourhood Panel Members.

"In Soham, a group of young people from the village college made a DVD showing some of the things they thought were wrong on their estate, including locked playgrounds and footpaths which were so muddy that they arrived at school looking a mess.

I'm glad we spoke up, it helped make things better
Young Soham resident who went to his local panel with concerns.

The group presented their DVD to the Neighbourhood Panel and it was agreed that one of the priorities should be to work on the issues. That was last summer. Since then the County Council Rights of Way and Access team have begun transforming the path from its muddy state into a great route for young people to get to school - mud free! The District Council has worked hard too to have the playgrounds adopted and opened."

What do these items have in common?

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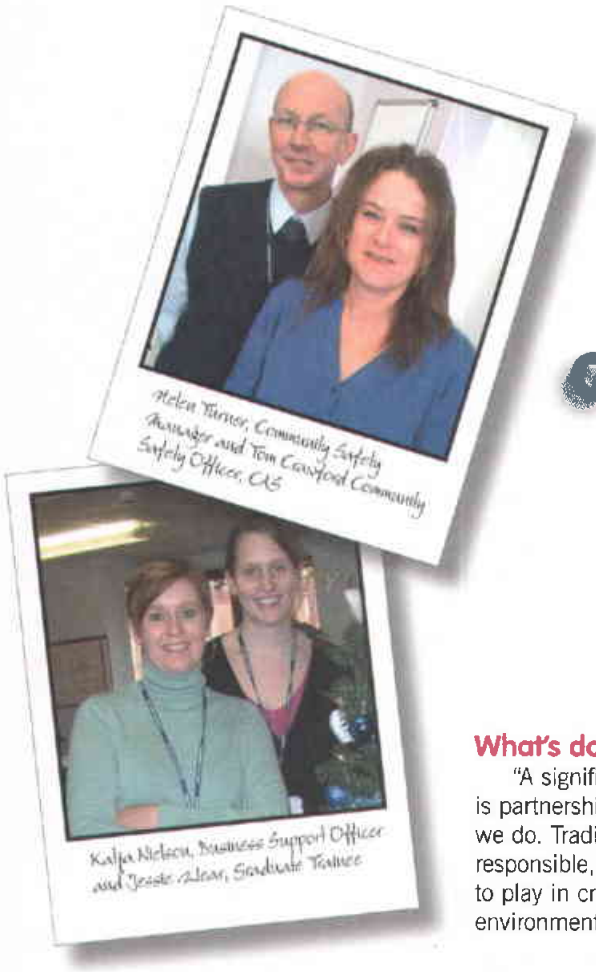
5 minutes with ...

Helen Turner on crime and disorder


Helen Turner, Community Safety Manager and Tom Crawford Community Safety Officer, CAS
Katja Nielson, Business Support Officer and Jessie Wear, Graduate Trainee

Helen Turner, Community Safety Manager with CAS is based at Fenland Hall in March. She's a member of the Community Engagement (Fenland) team, but looks after community safety issues throughout the county. Helen told *countywide* about the importance of her job.

"I'm actually on a year's secondment from Fenland District Council, until August 2010. But I'm working with the community safety team, supporting the Crime and Disorder Reduction Partnerships (CRDPs). I'm in the same directorate as the drugs and alcohol and domestic violence teams and work with Katja Nielson, Business Support Officer, Tom Crawford Community Safety Officer and Jessie Wear, Graduate Trainee.

"Our work used to be part of the youth offending team, but you don't have to be 'a youth' to benefit from our services, so we branched out and now all work under Mike Davey, Service Director: Community Engagement (Fenland). This new team structure has been in place since around August last year.

What's your background?

"My background is in neighbourhood management, with Fenland Links – working in partnership to reduce inequalities and improve services in the most deprived areas of Fenland.

"Joining the CCC team was a great opportunity for me. I was able to come in with fresh eyes and work out what we had to do, and what we'd like to do.

What's does your work involve?

"A significant highlight and challenge is partnership work – it touches everything we do. Traditionally the Police were wholly responsible, but all partners have a role to play in creating a safer community environment. Nothing works in isolation.

"For me, it's important to get the message home that services must work in partnership and it's time the voice of these powerful partnerships was really heard."

"As soon as I joined the team I looked at the best way of aligning resources. Better communications came out as a significant factor and we've been talking to partners about what they need from us. We've developed our web presence and there is a wealth of great information now shared online.

"We also produce an email bulletin, which also links with the Cambridgeshire Together emagazine at www.cambstogether.org.uk - produced by the county's most senior partnership body.

"We support good practice, particularly in areas like anti-social behaviour. We learn lessons from around the country and then work on capacity building, and facilitating partners to ensure minimum standards are met; that it's easy to report and respond to incidents. Basically it's about making sure everyone is on the ball - which is very high on the political agenda.

Any final words?

"Leading up to the end of my secondment I want to focus on allocating resources to priority areas. We don't 'do the doing' but in these difficult financial times we need to make sure the work that's really needed still gets done. A concern of mine is that resources are allocated by population size rather than areas of need – the partnership board are going to be reviewing this.

"But of course, it's not just about the money. It's about the capacity of service providers being allowed to do what they do best.

"My experience of CRDPs to-date is that they're undervalued, but they have tremendous responsibilities in terms of responding to public demands for a safer environment."

For more information about community safety visit www.cambridgeshire.gov.uk/policing/safety

Help others become **smoke free**

If you work with smokers, particularly those who might fall off the New Year resolution band wagon, you could help them to quit.

Reducing levels of smoking helps reduce some illnesses and conditions, such as cardiovascular disease and respiratory diseases, that are important causes of sickness absence at work.

Free services are available such as training to become a smoking cessation advisor, training to make an effective referral to CAMQUIT, telephone counselling, posters, resources and professional advice to help you help your colleagues.

Call 0800 018 4304 or visit www.camquit.nhs.uk Supported by Fit for Business.

JOIN CCC Chamber Choir

CCC's Chamber Choir is a weekly choir that meets 5:15pm – 6:00pm, every Tuesday in the Council Chamber, Shire Hall, Cambridge.

The choir was set up January 2009 for employees to meet people in other departments in an informal environment. It is led Geoff Williams, a professional singer and animateur (workshop and Continuous Professional Development provider) who is dedicated to finding interesting material designed to encourage people who haven't sung before to have a go.

There is also the opportunity to try more advanced music. For example, he took a group of ten singers to Germany in May as part of the Europe Day celebrations in Kries Vierseri. They sang Carmina Burana with choirs from Lithuania, Poland and Germany totalling over 200 people. More recently the choir took part in the Cambridge Music Festival in a performance of The Messiah with the Cambridge Philharmonic Orchestra and Choir.

For further information contact Charlotte Lowry, Greenspaces Officer on 01223 715557.

Adult **Social Care** Assessment

CareQuality Commission

The annual assessment of Adult Social Care, by the Care Quality Commission (CQC), has concluded that services in Cambridgeshire are performing well in almost every area of delivery.

The assessment was based on interviews with service users and carers, performance information and a detailed self-assessment. The overall rating is performing "well".

CQC inspectors concluded that: "CCC has clear vision for adult social care and people across all communities are engaged in the process of informing and planning future developments."

Of the services provided by CCC, in partnership with other agencies, six were rated as performing "well" with only one assessment area performing as "Adequate" which was "Choice and Control".

Detailed work is already underway to improve this rating by next year.

Shaping our Future

Between July and September last year a consultation asked partners, organisations, voluntary agencies and individuals about CCC's plans to transform adult social care in Cambridgeshire.

A report on the consultation was presented to Cabinet in November. They agreed to a strategy for transforming adult social care being taken forward by a multi-agency group from CCC and its major partners.

Demand for services that fit lives rather than a "one size fits all" approach, coupled with our increasingly diverse and ageing population, is impacting on service delivery in adult social care. The group will work on implementing an action plan, which recognises the significant changes needed across the whole public sector to sustain high-quality services focused on the health and wellbeing of people in Cambridgeshire.

Read plans for the transformation of adult social care at www.cambridgeshire.gov.uk/social/about or contact the Transformation Team on 01223 699650 or email incontroltotal@cambridgeshire.gov.uk

Europe rates CCC

The European Fundamental Rights Agency has recommended CCC's active approach to Roma Gypsy and Traveller issues in a recent case study.

In 2006 CCC produced the "Cambridge Model", with other public bodies in the Cambridge Sub-Regions. This model has been recommended and implemented on a European level, and said that it represents CCC and the Cambridgeshire area as a socially aware and proactive area, ever improving living standards for everyone in the area.

To find out more visit http://fra.europa.eu

A refreshing project

In 2007, IT embarked upon a programme to refresh CCC's older, low specification PCs; a project made possible by the centralisation of IT budgets. The project initially targeted areas of greatest need, and has now refreshed or replaced over 2000 PCs at 33 sites. The scheme re-uses equipment wherever economically and environmentally viable, to make the most of our previous investment in IT.

Details of the PC refresh and connection status for most of CCC's sites can now be found on a new list available on CamWeb http://camweb/cd/cst/IT/yourit/cccoffice/

Top Tips

Tracking changes

You may be aware of an issue with Office 2003 files where 'tracked changes' can be visible to other users - even if all changes have been accepted and appear to have been removed.

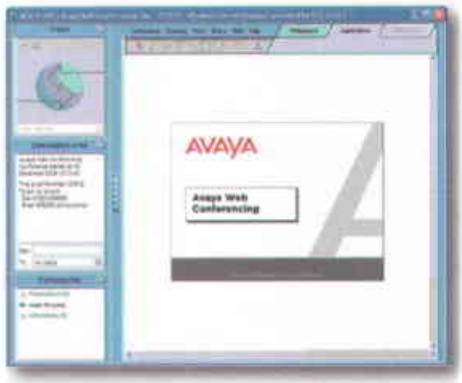
With track changes enabled, you can view modifications to your original document as well as see who made the changes. With the standard tools available in Office 2003, it is not possible to completely guarantee that a document is free of tracked changes when opened on PCs with different Office settings.

In order to guarantee that all tracking is taken off you will need to use an extra add-in tool which is installed by IT. It's recommended that the Remove Hidden Data tool is used for all files that are intended for distribution or publication.

To find out whether you already have this tool, how to get it and use it, type 'track changes' into the CamWeb search bar to find the 'How do I'.

Meeting Exchange

CCC is introducing a web-based collaboration tool and an enhanced audio-conferencing service, that will allow employees to share files and work on-line during an audio conference.



Audio conferencing using the Meet-Me service has been available for some time and is being used increasingly by employees and members who wish to reduce mileage and ensure meetings are held as efficiently as possible.

This new application, called Meeting Exchange (MEx), enables employees to hold online conferences and work sessions; share PowerPoint presentations, annotate documents, white board, use text chat and simple voting capabilities. Participants can also share desktops and applications that may not be available to other participants. It can be combined with audio conferencing to provide a complete, collaborative solution.

How does it work?

MEx enables you to show your desktop or a specific application securely via a web browser to other users. By clicking on a web link participants can sit at their PC and view the file or presentation you have open, as well as taking part in the conference by phone.

MEx will ultimately replace the current Meet-Me system, which is limited to a maximum of six participants. Meeting Exchange can support up to 80 concurrent participants for voice and web conferences and offers a more secure facility with confidential access codes – eliminating the possibility of an unauthorised person joining a conference.

An 'early adopter' phase using voice and web conferencing is being rolled out to a limited number of internal users until February 2010. External users will only have access to the voice conference during this phase. More information can be found on CamWeb.

New IT business change service

The IT Service has recognised that, while ICT stimulates and supports change, it is people who are the key to transformation. Jane Shardlow has recently taken on a new role as an IT Business Change Manager offering support and advice at the outset of any new IT project.

The service aims to maximise the benefits of changes in working practices driven by new technologies. Jane has designed an online toolkit, which will support all key people involved in emerging IT projects that are likely to significantly change the way teams will work. The kit offers tools and tips to teams who wish to manage change themselves.

Personal IT Business Change advice and support is also available free of charge at any stage of the project. One of the most serious risks of not adequately planning to support employees through the change process is that the project will fail to achieve the hoped for business benefits.

For more information visit CamWeb http://camweb/cd/cst/IT/services/clientserv/itbusinesschange/ or contact Jane Shardlow on 01223 699014

Great Shelford open...for bats and business

Cambridgeshire's newest library at Woollards Lane, Great Shelford is open for business. It's the third new library to open this year.

The £500,000 library includes five flats for key workers ... and a home for local bats. Before work began an environmental assessment carried out by the Bedfordshire Pilgrims Housing Association (BPHA), found bats living in the roof. The bats are brown, long eared bats, or Plecotus Auritus. They were removed by a specialist team and taken to a site nearby while building works were completed. They've now been reintroduced into the housing roofs; given holes for access and bat boxes in the grounds behind the accommodation.

The library's new facilities include a wide range of books and other items for loan, and the latest in library technology. Users can request books free of charge from the massive Cambridgeshire Library's catalogue – which will be delivered to Great Shelford for collection – use the internet and e-mail free and borrow large print and talking books. There is a local history collection, larger children's library, self-service loan and return facilities, a photocopier and fax machines and new reading and study areas. There will also be special services for book groups, under 5s groups, people with visual impairment and people who are housebound.

For more information visit http://www.cambridgeshire.gov.uk/leisure/libraries/

Open - Great Shelford library, Woollards Lane

Flats for bats? The brown long eared bat of Shelford

Librarian for a day

During Customer Service Week employees and managers, in all services, took the chance to go 'back to the floor' for a few hours in their local library.

Cassandra Nash, Customer Services Officer said: "The most visited libraries were Cambourne, St Ives and March. It proved a great activity for refreshing long lost skills in front line service, as well as gaining an understanding of what it is like for our front line employees."

The event was so popular the Customer Service Team has recommended such experiences should be available for all employees, throughout the year. More news on this to follow.

(CWJan)

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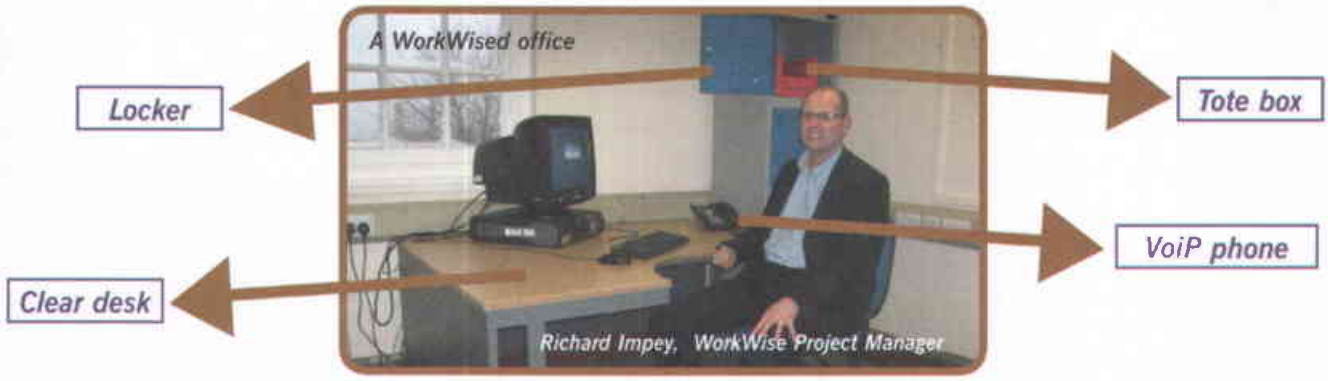
Wisbech library

Contractors are carrying out the final stages of work to create a significantly improved library in Wisbech. It will re-open on 1 February 2010.

The £2.5 million project library, at The Crescent, has been extended and remodelled at ground and first floor level, with a new learning centre, community meeting room equipped with ceiling mounted projector and hearing loop, and better facilities throughout including more room for children, new toilets and a lift.

It has been funded by CCC, the National Lottery, East of England Development Agency and the Greater Cambridge Partnership.

ARE we working wiser?



The WorkWise programme is drawing to a close this month – but a new way of working begins, and the benefits are for everyone to see.

The WorkWise programme was phase one of the Better Use of Property and Assets (BUPA) programme. Work completed this month when teams returned to ground floor Castle Court following refurbishment.

Since the programme began in 2007 work has also been carried out in Council offices at Scott House, Huntingdon; Noble House, Ely; Malta Road Centre, Cambridge; Shire Hall and Castle Court in Cambridge.

Kit talk

Significant improvements have been made to the business infrastructure in these locations through sharing corporate resources. One major benefit has been the support for flexible working, where appropriate. Technical advances have also taken place with the introduction of Voice over IP (VoIP) and Fax over IP (FoIP) capability, the deployment of wi-fi to more locations across the county and standardisation of PC software.

Team talk

The WorkWise programme team has provided support and guidance to teams as they made the transition to new ways of working. This has included advice on managing change, organising desk ratios, reducing storage space and printing economically.

Nick Dawe, Corporate Director: Finance, Property and Performance, and Programme Sponsor, commented: "As this phase closes it is important for us all in WorkWised and non WorkWised offices alike to continue to explore new ways of managing our resources economically.

"The WorkWise programme has supplied the infrastructure for us to start changing the way we work but people rather than equipment will make a success of the project."

Pat Harding, Corporate Director: Customer Service and Transformation continued: "It's now all about the way we work. That means continuing to share desks where appropriate, using as little space for storage as possible and exploring alternative ways of meeting so that formal space is not over used.

"Sharing resources and reducing wastage and duplication cannot be viewed as a 'one-off' activity which finishes with the end of a specific project, it is an on going task for CCC which must be reinforced using all formal and informal opportunities such as team meetings, one to ones, away days and our efficiency bright ideas forum."

What next for BUPA?

- The BUPA programme will continue to promote WorkWise principles in future projects - rationalise and reduce our portfolio of properties
- Maximise our use of space and resources
- Making savings in fixed costs
- Seek new and creative ways of working which will achieve greater efficiencies
- Share time, information and resources whenever there are opportunities to do so
- Strive for excellence in the management of time, space and resources

Printing tips

WorkWise has highlighted a number of printing issues. So, turn over a new leaf in 2010, help save the authority some money and follow these top tips.

- Do you really need to print documents? Can they be distributed, reviewed or stored electronically?
- Only print in colour where it's absolutely essential (it's 10 times more expensive than black and white)
- Print two pages per side where possible. Some Multi Functional Devices (MFDs) are currently defaulted to this setting and this is likely to be extended
- Letterheads should be printed in black and white wherever possible. This has been endorsed by the Communications Team
- Use the 'Secure Print' function when printing confidential documents
- Consider using the Print Room in Shire Hall for large volumes of printing.
- Use the Print Framework Contract as an alternative for large volume/ specialist requirements. For further details see CamWeb.

A review of our print strategy is underway, but some short term action is being taken to replace poor performing MFDs and provide refresher training where required. Posters on using MFDs are available in Castle Court, Cambridge.

For further information contact Richard Impey, WorkWise Project Manager on 01223 699354, richard.impey@cambridgeshire.gov.uk

A Multi Functional Device (MFD): print with care and help to save money and energy

Green gauntlet

This is the final part of the green gauntlet challenge to our Strategic Management Team.

Mark Lloyd, Chief Executive

"I've thought quite a bit about my travel habits and I've quite an efficient car. I do cycle to work occasionally but I admit I'm a bit of a fair weather cyclist. I enjoy using the train when this is a sensible option e.g. going to London, and I do lift share to meetings, and sometimes to and from work with Mrs L. I'm also a big fan of 'Meet Me' teleconferencing and have been making increased use of this.

"I'm quite 'green' at home. I'm a vegetarian and often buy ethical gifts for Christmas and birthdays. We like to travel on holidays, but would always use the train to get to France etc.

"Managing the volume of paper in my office is very challenging but the default settings on the office printer have now been changed to print two-to-a-side and double-sided. We're considering other options as well and we'll try to be more economical with paper in future.

"The other thing I will pledge to do is to try to cycle a bit more often, not just in the summer months."

Stephen Moir, Corporate Director: People, Policy and Law

"I think the Green Gauntlet challenge is a great idea. I think I'm pretty good in the office, always switching off lights, shutting down my PC and monitor when away from my desk for meetings. As I'm now in an open plan office with the other Corporate Directors and our PA team we can make the best use of space and work flexibly, and make regular use of the new recycling facilities in the office.

"I chair the Travel Management Team which tries to progress a range of supportive actions for the green agenda. To reduce unnecessary mileage I try to car share for external meetings and those held in other County locations and I'm a major user of 'Meet Me' for meetings. I also try to work from home (on occasions) to reduce unnecessary mileage – doesn't happen that often though!

"If I'm coming into Cambridge at the weekend I regularly use Park and Ride.

"As for new pledges, I'll happily sign up to the green pledge and look for more opportunities to adopt 'green' behaviours.....advice welcomed!"

Nick Dawe, Corporate Director: Finance, Property and Performance

"Travel is always a tough area with such a busy diary, but one thing I've done recently is to change my car to a SEAT Ecomotive. This is B-rated for energy efficiency with less than 120g/km CO_2. I do try to minimise car use for longer journeys though, using the train where possible. I also like to walk, and quite enjoy the opportunity for meetings within the city because of this.

"In the office, we are quite a bit more efficient generally in our new space for the Corporate Directors. I try to be careful about switching things off at the mains, including switching off 'stand-by'. At home I'm always turning things off at the mains. I like to keep a cool house with the thermostat set quite low, and use the washing machine on a 30 degree setting.

"In the future, I could think a bit more about my travel habits, possibly getting the bicycle out in the summer months, and using the Park and Ride to get into Cambridge."

Pat Harding, Corporate Director: Customer Service and Transformation

"I live in a relatively new built home so it's quite energy efficient and has been designed with the environment in mind. I'm a keen composter and use it to grow vegetables. I hope to grow more next year. I try to avoid processed food, and like to make jam. I always take old clothes and books to charity shops.

"Living in a small village means alternative transport options to the car can be tricky. However, I've a fuel efficient car and use car share and 'Meet Me' wherever possible. I also try to plan my days to make good use of touchdown centres. I'd like to try to work from home more often, also saving on travel time.

"In the office, I tend to go round switching lights off and feel frustrated at times that they get left on when not needed. Like the other Corporate Directors I've found many benefits from having a shared office. For example we share key documents rather than printing out separate copies.

"I sometimes bring my own lunch in, but I pledge to bring in my own bowl so that when I do buy from the on-site servery I can avoid using disposables. For transport, I plan to try using The Busway to get to work as soon as I can."

Everyone is challenged to take the green gauntlet in 2010 - what could you do?

Watt can you save?

The Energy Management Team monitors monthly electricity consumption and will be showing trends at a number of buildings, identifying the best and worst.

Sites with a peak load above 100kVA are equipped with 'half hourly' meters. Information can be accessed for the following sites. More sites will be added throughout the course of the year.

- Castle Court
- Hereward Hall
- Rustat House
- Sackville House
- Scott House
- Shire Hall
- Speke House

Data is available on CamWeb http://camweb/cd/cst/bsfm/energy/mmenergy/enermon/ and noticeboards in buildings covered by the project.

Liven up your New Year's resolutions

When the clock struck twelve at New Year, did you made a few resolutions?

The Travel Management Team offer some tips on sustainable travel choices to help you achieve your goals.

Lose weight?

Walk more. To meetings, at lunch time, to and from work (if you're lucky enough to live close to your workplace) or walk to access public transport links. Walking one mile in fifteen minutes burns the same number of calories as running a mile in eight and a half minutes.

Be greener?

Travel by public transport and reduce your carbon emissions. Discounts are available to CCC employees, to help cut travelling costs. Visit http://camweb/oecs/travel for details

Work-life balance?

Look at CCC's flexible working policies. Working from home, using touchdown centres and using the Meet Me service can all help cut travelling time, reduce business mileage and rebalance your priorities.

Climate Comment: New Year's Revolution

Sandy Shattock, Head of Environment Policy & Projects (EPP)

"We all have a role to play in tackling climate change. The start of a New Year is always a great time for positive change, so I've set myself the challenge of five green resolutions to reduce my impact on the environment.

- Commute to work by public transport and travel by sustainable transport for business whenever possible.
- Borrow an energy meter from EPP - or my local library - to help reduce my household electricity use
- Switch off my monitor whenever I leave my desk
- Make sure that I put on a jumper when I am cold rather than turning up the heating
- Buy myself a plate and cutlery for work to avoid using disposable plates

You can hear how I'm getting on later in the year, but why not also make your own green commitment for 2010?"

Smoked haddock, leek and emmental pie

Stewart says: "This serves four polite people (or three hungry people) and has become a firm favourite with my family and friends. Good served with garden peas (steamed then tossed in some butter with more torn up basil leaves, curly parsley or mint)."

Ingredients

Two leeks, sliced thinly into 'coins'
One brown onion or two shallots, chopped finely
One large or two medium sized undyed (responsibly sourced) smoked haddock fillets, skinned and cut into big chunks
150ml single cream
Two handfuls of grated emmental cheese
1 tbs grated parmesan
275g ready rolled puff pastry
1 tsp English mustard
Handful of fresh basil leaves (or curly parsley, chopped)
10g butter
Olive oil
One clove garlic, bruised
Juice of half a lemon
Maldon sea salt and white pepper to taste.

Method

Heat the butter and a lug of olive oil in a large heavy-bottomed pan. Add the garlic clove, then the chopped onion. Stir and cook covered for a few minutes on a medium heat (but not so the onion starts to colour), then add the sliced leeks.
Cook covered for a few minutes to infuse the flavours, then uncover, discard the garlic clove and add the lemon juice.
Add the single cream and mustard. Stir well. Cover and bring to simmer for a couple of minutes, then uncover, take off the heat and mix in the emmental and parmesan.
Add salt and white pepper to taste.
Pre-heat your oven to 190C. Lay the chunks of haddock fillet in an ovenproof dish with the basil leaves. Pour in the creamy leek sauce, and mix together. Lay the pastry over the top, trim the edges, and make a few knife slits in the top. Bake in the oven for about 30 minutes, until the pastry is golden brown.

Stewart Harris, E-Learning Co-ordinator

CCC's Celebrity Chefs

Back in October Fit for Business ran a competition with Cambridgeshire Catering Services to offer employees a unique opportunity to feed their colleagues by sending in healthy recipes.

We received lots of entries and CCC Executive Chef, David Haw sifted through them all to choose four winners to be scaled up, cooked and served in the Shire Hall campus serveries at the Bailey Rooms, Shire Hall and in Castle Court.

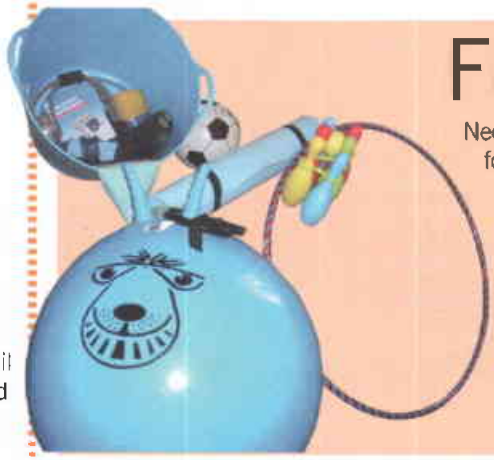
David said: "All of the winning dishes looked healthy - low in salt and fat and they didn't seem to be expensive. I am personally looking forward to trying all of them. The recipes will be served one a week during February – there will be lots of publicity ahead of the event so everyone can try them out."

(l-r) Winners - (front) Stewart Harris, Steve Grange and Kate Higney (not pictured) Judy Row (back) David Haw, Executive Chef

The four winners were Stewart Harris, E-Learning Co-ordinator, for his Smoked haddock, leek and emmental pie (featured opposite); Kate Higney, Administration Assistant for her Lemony chicken; Steve Grange, Desktop Support Analyst for his Meatballs stuffed with mozzarella cheese and Judy Rowe (on behalf of the Learning Disability Partnership) - for her Molly cakes.

Each of our winners received a fruit hamper courtesy of Histon Produce and complimentary chef hat and apron.

Over the next few issues we'll be publishing each of the recipes so you can give them a try at home!



Fit kits: to hire

Need to work off a few Christmas excesses? Don't forget that there are now three fit kits available to hire out, for up to two weeks at a time.
Contact Danielle Hamilton, 01480 398257, Danielle.hamilton@cambridgeshire.gov.uk or fitforbusiness@cambridgeshire.gov.uk

Full fit kit details can be found on CamWeb – just type 'Fit Kit' into the search box.

Work off those pies with green exercise

There's no limit to new years resolutions. So how about volunteering at a CCC nature reserve? A great way to kick off the new year with some exercise, fun and fresh air!

- Sunday 17 January, 10am-1pm - Somersham conservation work party
- Monday 18 January, 7-8pm - Friends of Somersham Local Nature Reserve meeting
- Wednesday 27 January, 10.30-3.30pm - Isleham conservation work party
- Monday 8 February, 7.30-9pm - Friends of Isleham Local Nature Reserve meeting
- Sunday 21 February, 10am-1pm - Somersham conservation work party

Improving: cambridgeshire.gov.uk

CCC is listening to its communities and making it easier and quicker to use our services on its website.

Statistics show that three out of four UK adults have access to the internet and CCC's website has an average of 239,342 visits every month. People are using it to carry out transactions. For example, on line payments has gone up 344 per cent in the last three years, and the use of other services online some 637 per cent

CCC has looked at the top 20 tasks people currently use our website for, and is working with our users on what it is they would like to do in the future. See page 10.

Volunteers are showing us how they use the internet to find information. From what they say changes will be made to our web site and pages to make using it much easier.

Why?

- CCC is not only listening to what our communities want, there are huge benefits from having better web pages in terms of financial and time savings.
- It's improving what we have to make it easier to use. This means we are offering better value for money, both for tax payers, the council and our communities
- Research shows that people are more likely to use web sites if they can find what they need easily with a minimum number of clicks.
- Using more traditional methods, such as the phone, costs the Council and ultimately tax payers five times more than using the council web site
- It will improve overall satisfaction with CCC services

New community safety pages on www.cambridgeshire.gov.uk tell you how to report a crime anonymously, where to seek help for domestic violence and support for drug or alcohol addiction.

Minerals and waste - the future

CCC planners will be consulting local communities on the final draft of the Cambridgeshire and Peterborough Minerals and Waste Plan, before it is submitted to the Secretary of State later this year. The Plan shapes the future of waste management and mineral extraction in Cambridgeshire and Peterborough. A six-week public consultation starts on Monday 15 February.

The Plan proposes the location of future waste management facilities and mineral extraction sites up until 2026. It has a number of key principles including making minerals available for the construction of new housing and infrastructure including the A14 upgrade, and encouraging recycling through conveniently located, modern, enclosed recycling centres.

Residents and other stakeholders can give their views at public events on how sound they feel the Plan's policies and proposals are. An independent inspector will then hold a series of Public Examinations, from November 2010. It is expected that the Plan will be adopted in early 2012.

For more information visit www.cambridgeshire.gov.uk/environment/mwplan

HR payroll dates

	Payroll closure for all claim forms (i.e. overtime claims, relief claims etc)		Final date for managers to request changes/ leavers (e.g. change in hours)		Pay day	
	Admin	Education	Admin	Education	Admin	Education
Feb	3 Feb	3 Feb	4 Feb	4 Feb	24 Feb	26 Feb
Mar	4 Mar	5 Mar	4 Mar	8 Mar	24 Mar	31 Mar
Apr	1 Apr	6 Apr	1 Apr	7 Apr	23 Apr	30 Apr

Designs on contract

CCC will soon be formally tendering for design and photography services, to make sure we are obtaining best value for money with public funds. The new contract, which will work in the same as the Print Framework Contract, should be in place by the summer of 2010. Until then, continue commissioning design as before, but don't forget that any designed material needs to be approved before printing

Send all design work to branding@cambridgeshire.gov.uk or contact your service rep:
CYPS - Dawn Rogers
CAS - Adrian Dobbyne
CD - Eleanor Pasfield
ES - Anna Keech

Win tickets to the Holiday on Ice Show

WIN a family ticket for four, to the opening show of Holiday on Ice, the world's most visited ice show - 7.30pm, Wednesday 3 February 2010, at the East of England Showground, Peterborough. Prize worth £118

The show is entertainment for all ages, with an international award winning set, dramatic scene changes, creative lighting and a collection of over 350 extravagant costumes. The show – Spirit – takes a journey from Asia to tribal Native American Indians and awakens the spirits of the four elements – Earth, Wind, Fire and Water - through the magic of dance and music.

To win, just answer the following questions. Answers are all in this issue of *Countywide*.

1. How long has Brian Ashwood worked for Cambridgeshire County Council?
2. What colour were the bats found in Great Shelford?
3. Which celebrity visited schools during anti-bullying week?
4. Which school registered with the London 2012 Get Set?
5. Which library was most popular during "Back to the floor" with library services?

Send your answer to *countywide@cambridgeshire.gov.uk* including your name, address, email and telephone number. Closing date: Monday 25 January 2010. Tickets will be sent to the winners in January 2010.

Employee special offer

Buy two adult premier or standard tickets for £30 (save £25) for performances 7.30pm, 3 February (Gala night); 7.30pm, Saturday 6 February; 4.30pm, 7 February. Children up to 16 years old £10 (subject to booking fee). Call the booking hotline: 0844 581 1315 quoting 'Christmas cracker' or visit www.theticketfactory.com. Offer only available until Monday 25 January.

Alcohol tips on tap

Over 10 million people in Britain drink over the recommended safety guidelines. So - with new year resolutions still fresh in our minds, Brian Mitchell, Alcohol Coordinator, gives tips on how you can cut your alcohol intake and feel healthier and wealthier this year.

Keep a record – keep a drink diary to record how much booze is passing your lips. This can be a real wake up call. You may be pleasantly surprised.

Get money wise – tot up how much money you have spent on alcohol in the previous week or month. Work out how much you could save by cutting back.

Try a new tipple - if your evening meal seems half-baked without a drink, swap your favourite tipple for a soft drink a few nights each week.

Get hydrated - if you do drink, try alternating your drinks so that you have water or juice in between the alcohol.

Habit forming - if you associate a certain activity with a drink, listen to your favourite album instead, or cook yourself a nicer meal with the money saved from the wine.

Try something new - tackle the link in your mind between alcohol and relaxation. If you reach for a pint after a day's work, try having a steaming bath or going for a walk.

Fill your boots - don't drink on an empty stomach. Wait until you've starting eating your evening meal before drinking.

Slow down - recognise when you're drinking too quickly. Sometimes you might just be thirsty rather than really wanting an alcoholic drink.

Lower risk men do not exceed 21 units a week and women drink less than 14 units

To access safe drinking advice, a drink diary and a units calculator visit www.drinkaware.co.uk

Brian Mitchell, DAAT Alcohol Co-ordinator, CAS is working to reduce alcohol related harm. E-mail brian.mitchell@cambridgeshire.gov.uk

Supported by Fit for Business.

InspireEast
Ideas and actions for sustainable communities

The **Regional Empowerment Partnership** for the East of England **Winter 2009/2010**

Delivering Efficient Services

A briefing note for all decision makers, senior managers and elected members to show that by empowering the local community you can help deliver more efficient services.

Introduction

The **Regional Empowerment Partnership** for the East of England aims to improve the quality of community empowerment activity within the region, so that citizens and communities can increase their ability to influence decisions.

Community Empowerment is the 'giving of confidence, skills and power to communities to shape and influence what public bodies do for or with them'[1]. Through this briefing paper we look at some of the key issues of how involving local communities can lead to more targeted delivery and try to answer the question: ***'how can community empowerment enable efficient delivery of services?'***

The Benefits of Involving Local People in Decision Making

Efficiency, in economic terms, is about providing more goods and services to society without using more resources[2]. Local authorities across the whole of the country are under pressure as they are facing tightening public expenditure controls whilst the demand for public services increases.

There is increasing evidence that community involvement and engagement activities are playing a growing role in solving current problems. Through seeking to understand the needs of local people and involving them in local decision-making, we can help ensure that the right public services are delivered in an efficient and effective manner. If money is targeted towards the most appropriate services that local people both need and value, delivery can become more cost effective freeing-up funding for investment in other service areas. It is also important to empower your frontline workforce so that everyone is in tune with local needs, helping local authorities to achieve innovation, efficiency and cost benefits[3].

In his paper on ***'Valuing community Empowerment: Making the Business Case'***,[4] Chanan discusses the issues around making a more 'business-like case' for empowerment specifically relating costs to benefits, which he claims is crucial when allocating resources and demonstrating effectiveness of community activities. A solid business case can give community empowerment greater influence over resources and even increase investment. It is important to communicate to the public that you are offering **value for money** for services that you provide, as there is growing indication that perceived 'value' is linked closely to improving the overall satisfaction levels of a local authority.

Improvement East, the Regional and Improvement Efficiency partnership for the East of England, is a partnership of councils and other local service providers that help to achieve efficiency savings, improve authority performance, drive economic growth and deliver excellent Local Area Agreement outcomes.

Cecilia Tredget the Director of Improvement East confirms the important role of communities in reaching efficiency: *"In the drive for efficient delivery of services we must ensure that local people are involved in designing services which meet local needs; ensuring that our communities are at the heart of better service planning and delivery".*

Efficient Delivery of Services

There are many ways in which local authorities can help support their communities by working with other key partners and making money go further through **sharing services, innovation and delivery.**

Here is a quick overview of some key empowerment mechanisms that demonstrate how local authorities and partner organisations can work together to strive for efficiency:

- **Total Place** is a new initiative that looks at how a 'whole area' approach to public services can lead to better services at less cost. It seeks to identify and avoid overlap and duplication between organisations – delivering a step change in both service improvement and efficiency at the local level, as well as across Whitehall[5].

- **Smarter Procurement** is a key method for working towards efficiency. Visit Improvement East's Procurement Hub[6] to search a list of National and Regional Procurement Frameworks.

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ideas and actions for sustainable communities

- **Participatory Budgeting** (PB) directly involves local people in making decisions on the spending and priorities for a defined public budget. It engages residents to discuss and vote on spending priorities, make spending proposals, and vote on them, as well as giving local people a role in the scrutiny and monitoring of the process and results to inform subsequent PB decisions[7].
- Improvement East[8] is offering authorities in our region access to a **Shared Services** fund. The fund supports the stages required to establish a shared service. This could be a feasibility study, developing the business case, designing the service or implementation costs.
- The **Asset Transfer** Unit[9] helps local people and organisations to transform land and buildings into thriving community spaces. Through the transfer of under-used land and buildings from the public sector to community ownership and management, assets can be developed so that they deliver long-term social, economic and environmental benefits.
- **Mietool** (measurement of improvement and efficiency) is a tool developed to support local authorities in assessing, planning and monitoring the delivery of high quality, low cost public services. It can help measure the efficiency impacts of projects and the evaluation of improvement projects[10].

Beyond Pounds, Shillings and Pence: The Social Return on Investment

The Social Return on Investment (SROI)[11] approach helps to measure and account for the value created through your work. SROI can help organisations account for their achievements, attract funding whilst also maximising their social impact and improve the lives of people they work with. It is based on involving stakeholders in determining which outcomes are most relevant by placing a monetary value on outcomes, so that they can be added up and compared with the investment that has been made. This results in a ratio of total benefits (a sum of all outcomes) to total investments.

There is an important lesson to be learned from our research - *involve local people in decision making!* By exploring the various efficiency mechanisms set out in this paper, and by listening to, and learning from local people you can ensure that you deliver the right services in an efficient way, and ultimately provide a good quality of life for all communities living in the East of England.

Great Yarmouth use SROI to calculate project benefits

Great Yarmouth Borough Council (GYBC) brought together stakeholders to assess the value of the Target Opportunities Project. The project delivered employment support in the area and for a contract investment of £30,000, it has supported 50 people into paid work.

The SROI approach took into account the contribution made towards achieving the project outcomes by other funded initiatives, but still demonstrated a return on investment of £3.45 for every £1 invested. GYBC are now working alongside Voluntary Norfolk to explore how this approach can be embedded within an involvement framework for local residents and third sector organisations[12].

References:

1 Definition of Community Empowerment from the Communities of Local Government
2 Definition of Economic Efficiency http://en.wikipedia.org
3 The Government's 'Operations Efficiency Report', April 2009
4 Valuing Community Empowerment: making the business case' 2009 by Gabriel Chanan, available at: www.creatingexcellence.org.uk
5 www.localleadership.gov.uk/totalplace
6 http://www.improvementeast.gov.uk/themes/efficiency/procurement.aspx
7 http://www.participatorybudgeting.org.uk/
8 www.improvementeast.gov.uk
9 www.atu.org.uk
10 www.improvementeast.org.uk
11 Social Return on Investment, An Introduction, Office of the Third Sector, 2009 www.sroi-uk.org
12 For more information about the work of SROI at Great Yarmouth Borough Council please contact Paul Cheeseman: E: pc@great-yarmouth.gov.uk

For further information contact the Regional Empowerment Partnership at:

Inspire East, Breckland House, St Nicholas Street, Thetford, Norfolk IP24 1BT
Tel: 01223 484644, Email: empowerment@inspire-east.org.uk, Website: www.inspire-east.org.uk/communityempowerment.aspx

If you require this document in larger print, contact Inspire East.

This paper has been produced by the Regional Empowerment Partnership for the East of England. It does not necessarily represent the views of its funding partners.

Improvement East

National Empowerment Partnership

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Space for ideas

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